

Amendments to the Abstract:

Please replace the Abstract, with the following amended Abstract:

ABSTRACT OF THE DISCLOSURE

Q10 In a process control system, process operations of repair shops for repairing damaged vehicles are automatically controlled by way of a computer program. The process control system is provided with a display apparatus for displaying an image, a storage apparatus for storing repair-reserved data, and a control unit. The control unit causes the display apparatus to display thereon a repair-reservable day/time based upon the repair-reserved data stored in the storage apparatus, and then makes a repair-reservation on the proper repair-reservable day/time displayed on the display apparatus. In accordance with the process control system, repair reservations of vehicles can be readily made by users.